

From: [Redacted]  
Sent: 12/16/2010 6:16:49 PM  
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Cc: [Redacted]; Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]  
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Bcc:  
Subject: Bakersfield Customer Issues / Response to DR ED\_017 Q01 Supp (Issues and Complaints)

All:

PG&E's **supplemental** response to Data Request ED\_017, Question 1 is attached. Specifically, the December 16, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period December 4, 2010 through December 10, 2010. The High Bill Complaint and Installation Issues Reports are shown on separate worksheets in the file. Please note that the usage data file is not included this week because there were no new high bill complaints during the December 4 to December 10 period.

***Please note that the attachments contain confidential customer-specific information and are being submitted under CPUC Code Section 583.***

[Redacted]